

## **Telephone Advice Line for Patients under the care of the Biologics Team**

### **Biologics advice line service:**

The advice line is an answer phone service available to all patients on biologic treatment attending the Rheumatology Dept. at the Norfolk and Norwich University Trust. The service is also available to GPs and Practice Nurses. We aim to return your call within 1-2 working days.

### **THE ADVICE LINE IS **NOT** AN EMERGENCY SERVICE**

If you require urgent medical advice you must contact your GP practice, out of hours service or emergency services if necessary.

### **When to call the advice line:**

- General advice about biologics / rheumatology treatment.
- If you are experiencing a flare of your disease that is not responding to treatment or self-help techniques.
- If you are experiencing possible side effects from your rheumatology treatment.
- If you require advice about stopping biologic treatment because of infection, surgery or any other reason.
- If you are experiencing a reaction following an injection given in the department.

### **When you call the advice line please leave the following information:**

- Name.
- Hospital number / date of birth.
- Contact telephone number.
- Brief reason for call.

A Rheumatology practitioner will aim to return your call within 24 hours. If you are out we will leave a message for you to call us. If you have not heard from a practitioner within 1-2 working days please call the advice line again.

A relative/ carer may call on your behalf with your permission; however we will only be able to discuss confidential issues with you personally unless otherwise agreed by yourself.

**General advice:**

**Infection:** if you are concerned that you have an infection we advise that you seek a prompt review from your GP. If your GP prescribes antibiotics we advise that you temporarily stop your biologic treatment until you have completed your course of antibiotics AND the infection has cleared. If you have any doubts please call the advice line.

**Surgery:** if you require routine, planned surgery please call the advice line so that we may assess whether your biologic treatment needs to be paused. If you require emergency surgery then this may not be possible but your alert card will inform medical staff that you are on Rheumatology treatments.

IF YOU NEED TO CHANGE YOUR APPOINTMENT PLEASE CALL  
RHEUMATOLOGY RECEPTION: 01603 287005.

Biologics advice line Tel: 01603 287786

Open Mon-Fri 8.30am - 4.30pm

Department of Rheumatology



